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Ernestine C. Crankfield,  
v.  
UGI Utilities, Inc.

Docket No.: C-2022-3032813

Further Call-in  
Telephonic Hearing  
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Pages 20 - 90

Judge's Chambers  
Keystone Building  
400 North Street  
Harrisburg, PA

May 16, 2023

Commencing at 10:35 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3032813

Hearing Date: May 16, 2023

NUMBER

FOR IDENTIFICATION IN EVIDENCE

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Hearing Date: May 16, 2023

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Ernestine C Crankfield v UGI Utilities, Onc.

Billing Dispute Exhibits

Re: C-2022-3032813

Honorable Dennis Buckley

Recording Secretary Mr. Jones



Energy to do more®

Billing Summary for Service to:  
 ERNESTINE CRANKFIELD  
 337 S 15TH ST  
 HARRISBURG PA 17104-3392

Rate Classification (R):  
 Residential Heating

Billing Period:  
 09/07/2019 to 10/07/2019 (31 days)

Actual Read

Questions?

Call (800) 276-2722 or write to UGI at  
 PO Box 13009

Reading, PA 19612-3009

\*Your current UGI charges include State  
 taxes totaling about \$0.18.

Exhibit

pd 11/2019

98.00

Past Bill Information

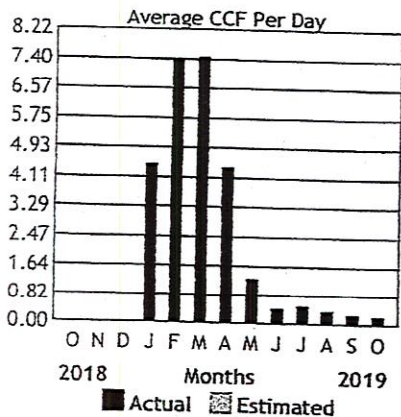
The balance on your last bill was .....	\$1,719.38
Payments .....	> 0.00
Adjustment .....	-950.07
Installment Plan Created .....	-769.31
Amount due as of 10/09/2019 .....	0.00
Actual Account Balance .....	787.34

Account Number

421001720638

Current Bill Information

Customer Charge .....	11.75	
Commodity Charge (7 CCF at \$0.55940) .....	3.92	
Distribution Charges (7 CCF at \$0.33143) .....	2.32	
System Improvement Charge .....	0.71	
Tax Relief Credit .....	-0.66	
PA State Tax Surcharge .....	-0.01	
Current Charges .....	18.03	←
Budget Billing Amount .....		83.00
Installment Amount .....		15.00
Utility charges owed this bill .....		\$98.00
<b>Total Amount Due By 10/30/2019 .....</b>		<b>\$98.00</b>



Average	Last Year	This Year
CCF/Day		0.23
Daily Temperature		68°F

Meter Information - Next Read Date November 05, 2019

Meter Number	Previous Reading	Present Reading	CCF Used
1555224	2030	2037	7

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: 421001720638

Rate Schedule: UGI\_R\_H

Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.55940/CCF.
- Your natural gas total usage is 763 CCF. Your natural gas average monthly usage is 76 CCF.
- Your annual natural gas budget year began with October 2019.

To date you have been billed	\$83.00
To date you have used	\$18.03

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.

REC-367-1000

Exhibit A2

17367



**Billing Summary for Service to:**  
 ERNESTINE CRANKFIELD  
 337 S 15TH ST  
 HARRISBURG PA 17104-3392

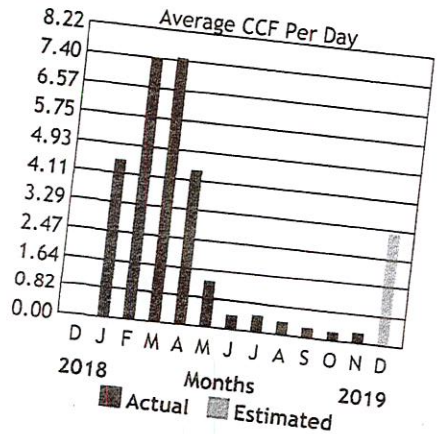
**Rate Classification (R):**  
 Residential Heating

**Billing Period:**  
 12/07/2019 to 12/23/2019 (17 days)

**Estimated Read Questions?**  
 Call (800) 276-2722 or write to UGI at  
 PO Box 13009  
 Reading, PA 19612-3009  
 \*Your current UGI charges include State  
 taxes totaling about \$0.55.

<b>Past Bill Information</b>		
The pay agreement balance on your last bill was.....	\$198.50	
Payments.....	0.00	
Canceled Installment Plan.....	724.31	
Pay agreement amount due as of 12/24/2019.....	922.81	
<b>Current Bill Information</b>		
Customer Charge.....	8.27	
Commodity Charge (60 CCF at \$0.48434).....	29.06	
Distribution Charges (60 CCF at \$0.42650).....	25.59	
System Improvement Charge.....	0.05	
Tax Relief Credit.....	-1.57	
PA State Tax Surcharge.....	0.01	
Current Charges.....	61.41	
Budget Billing Close Out Amount.....		-106.93
<b>Utility charges owed this bill.....</b>		<b>\$877.29</b>
<b>Total Amount Due By 01/13/2020.....</b>		<b>\$877.29</b>

**Account Number**  
 421001720638



Meter Information - Next Read Date			
Meter Number	Previous Reading	Present Reading	CCF Used
1555224	2140	2200	60

- Important message(s) from UGI**
- Your current UGI natural gas price to compare is \$0.48434/CCF.
  - Your natural gas total annual usage is 926 CCF. Your natural gas average monthly usage is 77 CCF.
  - Budget Billing charges could be incorrect due to final reading at time of termination. Please call us to schedule a final reading.
  - Thank you for being a UGI customer. This is your final bill.
  - Please pay your bills promptly or your credit history may be affected.
  - Help prevent pipeline damage, accidents and service disruptions. Call 811 before you dig.

Average	Last Year	This Year
CCF/Day		3.23
Daily Temperature		38°F

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. **Important information is on the back of this bill.**

002R37 114

Exhibit A3 Pg 3



**Billing Summary for Service to:**  
 ERNESTINE CRANKFIELD  
 1813 BOAS ST  
 HARRISBURG PA 17103-1527

**Rate Classification (R):**  
 Residential Heating

**Billing Period:**  
 12/20/2019 to 01/08/2020 (20 days)

**Actual Read Questions?**  
 Call (800) 276-2722 or write to UGI at  
 PO Box 13009

Reading, PA 19612-3009  
 \*Your current UGI charges include State taxes totaling about \$1.33.

**Past Bill Information**

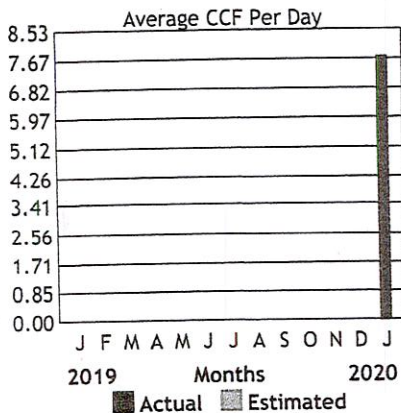
The balance on your last bill was.....	\$181.19
Payments.....	→ 0.00
Canceled Write Off.....	→ 950.07
Transferred Balance.....	-1,131.26
Amount due as of 01/10/2020.....	0.00

**Account Number**  
 411004917521

**Current Bill Information**

Customer Charge.....	9.73
Commodity Charge (155 CCF at \$0.48434).....	75.07
Distribution Charges (155 CCF at \$0.42645).....	66.10
Natural Gas System Improvement Charge.....	0.10
Tax Relief Credit.....	-3.34
PA State Tax Surcharge.....	0.01
Current Charges.....	147.67

**Utility charges owed this bill..... \$147.67**  
**Total Amount Due By 01/31/2020..... \$147.67**



Average	Last Year	This Year
CCF/Day		7.75
Daily Temperature		37° F

**Meter Information - Next Read Date February 06, 2020**

Meter Number	Previous Reading	Present Reading	CCF Used
1387842	515	670	155

**Shopping Information Box**

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: 411004917521      Rate Schedule: R\_H

**Important message(s) from UGI**

- Your current UGI natural gas price to compare is \$0.48434/CCF.
- Effective OCT 31, 2019, the Natural Gas System Improvement Charge decreased from 1.60% to 0.13%.
- Make this your last mailed UGI bill. See how easy it is to view and pay your UGI bills online with eBill. Visit [www.ugi.com/ebill](http://www.ugi.com/ebill).
- We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$128.00. For more information about this plan call UGI.

If you pay at a payment agent please take your entire bill. Make check payable to UGI.

Exhibit A4 Pg 4



**Billing Summary for Service to:**  
 ERNESTINE CRANKFIELD  
 1813 BOAS ST  
 HARRISBURG PA 17103-1527

**Rate Classification (R):**  
 Residential Heating

**Billing Period:**  
 01/09/2020 to 02/06/2020 (29 days)

Actual Read  
 Questions?  
 Call (800) 276-2722 or write to UGI at  
 PO Box 13009  
 Reading, PA 19612-3009  
 \*Your current UGI charges include State  
 taxes totaling about \$1.75.

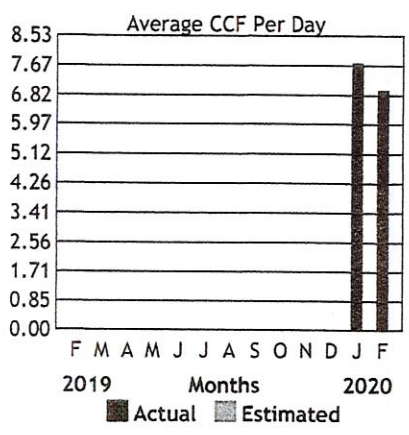
**Past Bill Information**  
 The balance on your last bill was ..... \$147.67  
 Payments ..... → 0.00  
 Amount due as of 02/10/2020 ..... 147.67

**Account Number**  
 411004917521

**Current Bill Information**

Customer Charge .....	14.60
Commodity Charge (202 CCF at \$0.48434) .....	97.84
Distribution Charges (202 CCF at \$0.42649) .....	86.15
Natural Gas System Improvement Charge .....	0.14
Tax Relief Credit .....	-4.46
PA State Tax Surcharge .....	0.02
Current Charges .....	194.29
Late Charge .....	2.22

**Utility charges owed this bill** ..... \$344.18  
**Total Amount Due By 03/02/2020** ..... \$344.18



**Meter Information - Next Read Date March 09, 2020**

Meter Number	Previous Reading	Present Reading	CCF Used
1387842	670	872	202

**Shopping Information Box**

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: 411004917521      Rate Schedule: R\_H

Average	Last Year	This Year
CCF/Day		6.97
Daily Temperature		38°F

- Important message(s) from UGI**
- Your current UGI natural gas price to compare is \$0.48434/CCF.
  - Your natural gas total usage is 357 CCF. Your natural gas average monthly usage is 179 CCF.
  - Make this your last mailed UGI bill. See how easy it is to view and pay your UGI bills online with eBill. Visit [www.ugi.com/ebill](http://www.ugi.com/ebill).
  - Help prevent pipeline damage, accidents and service disruptions. Call 811 before you dig.

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.



**UGI Utilities, Inc.**  
 PO Box 15503  
 Wilmington, DE 19886-5503

**Account Number**  
 411004917521

Please pay by the due date to avoid the late charge. Please return this portion with your payment.

<b>Due Date</b>
March 02, 2020
<b>Amount Due</b>
\$344.18
<b>With Late Charge</b>
\$349.31

AV 01 006534 89386B 26 A\*\*5DGT  
  
 ERNESTINE CRANKFIELD  
 1813 BOAS ST  
 HARRISBURG PA 17103-1527

4110049175210100000034418000000349311



UGI Utilities, Inc.  
PO Box 13009  
Reading, PA 19612-3009  
(800) 276-2722

Pg 5

Exhibit A5  
page 5

January 15, 2020

ERNESTINE CRANKFIELD  
1813 BOAS ST  
HARRISBURG PA 17103-1527

Regarding: Account 421001720638  
Service Address: 337 S 15TH ST  
HARRISBURG PA 17104-3392

Dear Customer,

There is a past due balance of \$779.29 on this account. Please pay the past due amount immediately to avoid further collection action.  
If you have any questions, please call us today at (800) 276-2722. Our office hours are Monday through Friday 8:00 a.m. to 5:00 p.m.

Sincerely,

UGI Customer Care Team

To make payment by phone please call (800) 276-2722  
Thank You.

If you pay in person please bring your entire bill. Make check payable to UGI.  
Keep this part for your records. Important information is on the back of this bill.



UGI Utilities, Inc.  
PO Box 15503  
Wilmington, DE 19886-5503

Account Number  
421001720638

Please pay by the due date to avoid the late charge.  
Please return this portion with your payment.

Amount Due  
779.29

ERNESTINE CRANKFIELD  
1813 BOAS ST  
HARRISBURG PA 17103-1527

5

4210017206380300000077929000000779293

PG 6

Exhibit  
A 6 PG 6

A 99



**Billing Summary for Service to:**

ERNESTINE CRANKFIELD  
1813 BOAS ST  
HARRISBURG PA 17103-1527

**Rate Classification (R):**

Residential Heating

**Billing Period:**

02/07/2020 to 03/06/2020 (29 days)

Actual Read

**Questions?**

Call (800) 276-2722 or write to UGI at  
PO Box 13009

Reading, PA 19612-3009

\*Your current UGI charges include State  
taxes totaling about \$1.57.

**Past Bill Information**

The balance on your last bill was ..... \$344.18  
Payments ..... → 0.00  
Amount due as of 03/11/2020 ..... 344.18

**Account Number**

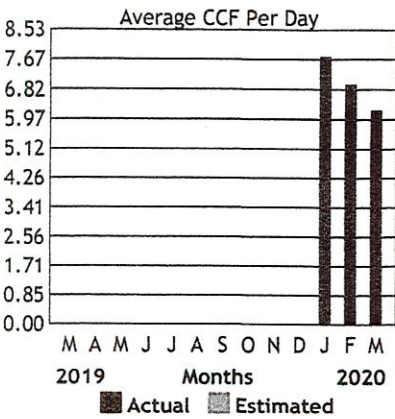
411004917521

**Current Bill Information**

Customer Charge ..... 14.60  
Commodity Charge (181 CCF at \$0.47757) ..... 86.44  
Distribution Charges (181 CCF at \$0.42685) ..... 77.26  
Natural Gas System Improvement Charge ..... 0.13  
Tax Relief Credit ..... -4.16  
PA State Tax Surcharge ..... 0.02  
Current Charges ..... 174.29  
Late Charge ..... 5.13

**Utility charges owed this bill** ..... **\$523.60**

**Total Amount Due By 04/01/2020** ..... **\$523.60**



Average	Last Year	This Year
CCF/Day		6.24
Daily Temperature		39°F

**Meter Information - Next Read Date April 07, 2020**

Meter Number	Previous Reading	Present Reading	CCF Used
1387842	872	1053	181

**Shopping Information Box**

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: 411004917521      Rate Schedule: R\_H

**Important message(s) from UGI**

- Your current UGI natural gas price to compare is \$0.45199/CCF.
- Your natural gas total usage is 538 CCF. Your natural gas average monthly usage is 179 CCF.
- Make this your last mailed UGI bill. See how easy it is to view and pay your UGI bills online with eBill. Visit [www.ugi.com/ebill](http://www.ugi.com/ebill).
- Help prevent pipeline damage, accidents and service disruptions. Call 811 before you dig.

If you pay at a payment agent please take your entire bill. Make check payable to UGI. for your records. lmr

007850 1/1





Exhibit A10 Pg 10

A/R 1

PROCESS DATE	TRANSACTION	TRANS AMOUNT	DUE DATE	BUDGET AMOUNT	BALANCE	READ DATE	NO. DAYS	BILLED INDEX	TYPE OF METER READ	KWH/CCF USAGE	DEGREE DAYS	AVG TEMP
2020-04-09	Late Charge	7.74			1,470.13							
2020-03-11	Bill - Gas	174.29	2020-04-01	<i>no payments Applied</i>	1,462.39	2020-03-06	29	1,053	Actual	181	753	39
2020-03-11	Late Charge	1.29			1,288.10							
2020-03-11	Late Charge	3.84			1,286.81							
2020-02-10	Bill - Gas	194.29	2020-03-02		1,282.97	2020-02-06	29	872	Actual	202	783	38
2020-02-10	Late Charge	2.22			1,088.68							
✓ 2020-01-10	Bill - Gas	147.67	2020-01-31		<u>1,086.46</u>	2020-01-08	20	670	Actual	155	561	37
✓ 2019-02-15	Canceled Write Off	950.07	←		938.79							
2019-02-15	Transferred Balance	-14.89			-11.28							
2019-02-15	Transferred Balance	-43.61			3.61							
2019-02-15	Transferred Balance	-15.82			47.22							
2019-02-15	Transferred Balance	-24.72			63.04							
2019-02-15	Transferred Balance	-15.04			87.76							
2019-02-15	Transferred Balance	-3.24			102.80							
2019-02-15	Transferred Balance	-15.83			106.04							
2019-02-15	Transferred Balance	-16.62			121.87							
2019-02-15	Transferred Balance	-18.70			138.49							
2019-02-15	Transferred Balance	-950.07	↵		157.19							
2018-12-17	Bill - Gas	24.72	2019-01-07		1,107.26	2018-12-17	10	7,239	Estimate	26	288	36
2018-12-17	Canceled Security Deposit	-87.00			1,082.54							



Exhibit All

AIR2

A/R STATEMENT FOR: 411004917521

PROCESS DATE	TRANSACTION	TRANS AMOUNT	DUE DATE	BUDGET AMOUNT	BALANCE	READ DATE	NO. DAYS	BILLED INDEX	TYPE OF METER READ	KWH/CCF USAGE	DEGREE DAYS	AVG TEMP
2020-09-09	Bill - Gas	22.56	2020-09-30		2,160.17	2020-09-03	28	1,304	Actual	10	0	75
2020-08-11	LPC Charges	-16.61			2,137.61							
	Credit											
2020-09-09	Late Charge	16.71			2,154.22							
2020-08-10	Bill - Gas	21.70	2020-08-31		2,137.51	2020-08-06	29	1,294	Actual	9	0	79
2020-07-13	LPC Charges	-16.42			2,115.81							
	Credit											
2020-08-10	Late Charge	16.61			2,132.23							
2020-07-10	Bill - Gas	25.14	2020-07-31		2,115.62	2020-07-08	30	1,285	Actual	13	2	75
2020-06-11	LPC Charges	-18.01			2,090.48							
	Credit											
2020-07-10	Late Charge	16.42			2,108.49							
2020-06-24	Payments - Gas	-150.00			2,092.07							
2020-06-10	Bill - Gas	62.21	2020-07-01		2,242.07	2020-06-08	32	1,272	Actual	56	136	64
2020-05-12	LPC Charges	-8.85			2,179.86							
	Credit											
2020-06-10	Late Charge	18.01			2,188.71							
2020-05-14	Payments - Gas	-147.00			2,170.70							
2020-05-11	Bill - Gas	86.36	2020-06-01		2,317.70	2020-05-07	30	1,216	Actual	84	412	51
2020-04-13	LPC Charges	-7.74			2,231.34							
	Credit											
*2020-04-14	Transferred Balance	678.29			2,239.08							
2020-05-11	Late Charge	8.85			1,560.79							
2020-04-09	Bill - Gas	81.81	2020-04-30		1,551.94	2020-04-07	32	1,132	Actual	79	497	49

No payments Applied until May 2020

10

4

88

12875



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Billing Summary for Service to: ERNESTINE CRANKFIELD 1813 BOAS ST HARRISBURG PA 17103-1527

Rate Classification (R): Residential Heating

Billing Period: 12/20/2019 to 01/08/2020 (20 days)

Actual Read Questions?

Call (800) 276-2722 or write to UGI at PO Box 13009 Reading, PA 19612-3009

\*Your current UGI charges include State taxes totaling about \$1.33.

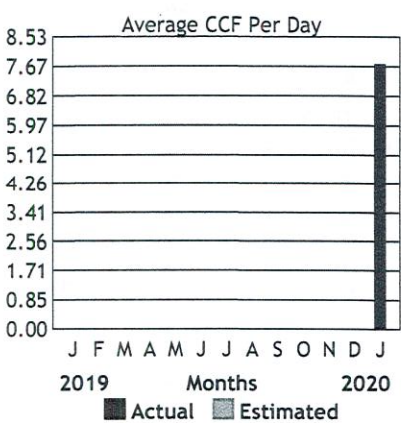


Table with 3 columns: Average, Last Year, This Year. Row 1: CCF/Day, 7.75. Row 2: Daily Temperature, 37°F.



Exhibit AA - 24

Past Bill Information

Table with 2 columns: Description and Amount. Rows include: The balance on your last bill was (\$181.19), Payments (0.00), Canceled Write Off (950.07), Transferred Balance (-1,131.26), Amount due as of 01/10/2020 (0.00).

Account Number 411004917521

Current Bill Information

Table with 2 columns: Description and Amount. Rows include: Customer Charge (9.73), Commodity Charge (155 CCF at \$0.48434) (75.07), Distribution Charges (155 CCF at \$0.42645) (66.10), Natural Gas System Improvement Charge (0.10), Tax Relief Credit (-3.34), PA State Tax Surcharge (0.01), Current Charges (147.67).

Summary table with 2 columns: Description and Amount. Rows include: Utility charges owed this bill (\$147.67), Total Amount Due By 01/31/2020 (\$147.67).

Meter Information - Next Read Date February 06, 2020

Table with 4 columns: Meter Number, Previous Reading, Present Reading, CCF Used. Row 1: 1387842, 515, 670, 155.

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date. Account Number: 411004917521 Rate Schedule: R\_H

Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.48434/CCF.
Effective OCT 31, 2019, the Natural Gas System Improvement Charge decreased from 1.60% to 0.13%.
Make this your last mailed UGI bill. See how easy it is to view and pay your UGI bills online with eBill. Visit www.ugi.com/ebill.
We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$128.00. For more information about this plan call UGI.

If you pay at a payment agent please take your entire bill. Make check payable to UGI.

006688 1/1









Energy to do more®

Billing Summary for Service to:

ERNESTINE CRANKFIELD
1813 BOAS ST
HARRISBURG PA 17103-1527

Rate Classification (R):

Residential Heating

Billing Period:

03/10/2023 to 04/06/2023 (28 days)

Actual Read

Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009

Reading, PA 19612-3009

\*Your current UGI charges include State
taxes totaling about \$2.24.

Past Bill Information

Table with 2 columns: Description and Amount. Rows include: The pay agreement balance on your last bill was \$808.00, Payments 0.00, Pay agreement amount due as of 04/12/2023 808.00, Actual Account Balance 3,014.85

Account Number

411004917521

Current Bill Information

Table with 2 columns: Description and Amount. Rows include: Customer Charge 15.00, Commodity Charge (117 CCF at \$0.77606) 90.80, Distribution Charges (117 CCF at \$0.56128) 65.67, Weather Normalization Adjustment 4.50, Natural Gas System Improvement Charge 2.13, Current Charges 178.10, Budget Billing Amount 168.00, Installment Amount 66.00, Utility charges owed this bill \$1,042.00, Total Amount Due By 05/03/2023 \$1,042.00

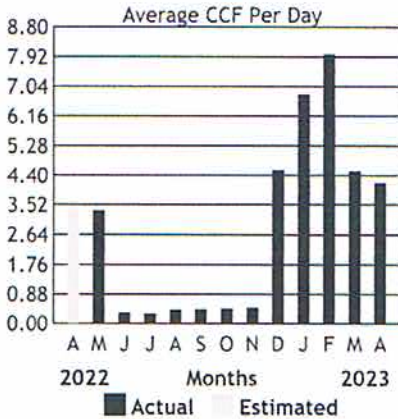


Table with 3 columns: Average, Last Year, This Year. Rows include: CCF/Day (3.45, 4.18), Daily Temperature (45°F, 46°F)

Meter Information - Next Read Date May 09, 2023

Table with 4 columns: Meter Number, Previous Reading, Present Reading, CCF Used. Row: 1603856, 2636, 2753, 117

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: 411004917521 Rate Schedule: R\_H

Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.77606/CCF.
Effective APR 01, 2023, the Natural Gas System Improvement Charge increased from 1.27% to 2.42%.
Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
Your natural gas total annual usage is 1,037 CCF. Your natural gas average monthly usage is 86 CCF.

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.



Energy to do more®

UGI Utilities, Inc.
PO Box 15503
Wilmington, DE 19886-5503

Account Number
411004917521

Please pay by the due date to avoid the late charge. Please return this portion with your payment.

ERNESTINE CRANKFIELD
1813 BOAS ST
HARRISBURG PA 17103-1527

Due Date

May 03, 2023

Amount Due

\$1,042.00

With Late Charge

\$1,042.00

411004917521010000010420000001042009 Exhibit R-2

**UGI Utilities, Inc, Gas Division  
Payment Arrangement History**

**Cust Name:** Ernestine Crankfield  
**Service Address** 1813 Boas St  
**City State Zip:** Harrisburg, PA 17103  
**Account #:** 411-004-9175-21

<b>Type of Arrangement</b>	<b>PUC informal # 3828506</b>	<b>Company Covid</b>	<b>Company</b>	<b>PUC Formal Resolution - Docket # F-2019-3011782</b>
<b>Balance</b>	\$2,497.54	\$2,003.27	\$1,064.93	\$769.31
<b>Date Made</b>	04/08/22	04/29/21	10/27/20	10/01/19
<b>Down Payment Down Payment Due Date</b>				
<b>Start Date</b>	06/01/22	06/01/21	11/30/20	10/30/19
<b>Terms Arrangement Status</b>	\$148/mo	\$129.38 Broken	\$101/mo Broken	\$98/mo Broken

Exhibit R-3



Oct 26, 2020

Ernestine Crankfield  
1813 Boas St.  
Harrisburg, PA 17103

Re: 421001720638 and 411004917521

Dear Ms. Crankfield:

This is in response to your recent letter regarding your UGI account. I received your letter on September 28, 2020, in which you disputed your UGI balance and stated that UGI failed to apply payments to your account and incorrectly transferred a balance of \$678.29.

I am taking this opportunity to explain in detail how UGI arrived at your current account balance of \$1,064.93. In accordance with the Certificate of Satisfaction previously filed under Docket No. F-2019-3011782, UGI correctly applied a courtesy credit of \$950.07 to your account, resulting in an outstanding balance of \$769.31, and agreed to a payment arrangement for \$98 monthly. This was reflected on your prior account 421001720638, address: 337 S 15<sup>th</sup> St., Harrisburg for billing period from September 7, 2019 to October 7, 2019, as you mentioned in your recent letter.

Per your request, UGI finalized your account at 337 S 15<sup>th</sup> St., Harrisburg / 421001720638 on December 23, 2019. At that time the payment arrangement was cancelled and a final bill reflecting the account balance of \$877.29 was due. Subsequently, UGI received and posted payments of \$98.00 on January 6, 2020 and \$101.00 on February 18, 2020, resulting in a remaining balance of \$678.29.

Additionally, UGI established a new account at 1831 Boas St., Harrisburg / 411004917521, effective December 20, 2019. UGI received and posted payments of \$147.00 on May 14, 2020, \$150.00 on June 24, 2020 and \$164.00 on September 29, 2020.

UGI transferred the final unpaid balance of \$678.29 from your prior account at 337 S. 15<sup>th</sup> St., Harrisburg/ 421001720638 to your current account at 1831 Boas St., Harrisburg / 411004917521 on April 14, 2020.

UGI received an additional payment of \$62.00, which posted to your finalized acct at 337 S 15<sup>th</sup> St, Harrisburg / 421001720638 on April 20, 2020, resulting in a credit. Subsequently UGI refunded the payment back to you by check issued on May 5, 2020. UGI confirmed the check was cashed and endorsed by you on May 27, 2020.

Exhibit R-4  
page 1 of 4



Please review the enclosed account statements for both your finalized account at 337 S 15<sup>th</sup>. St, Harrisburg / 421001720638 and your current account at 1813 Boas St, Harrisburg / 411004917521 detailing the monthly billings and payments. These statements also include dates and types of meter readings, usage billed, and degree days (cold weather intensity) for each billing period.

It is the Company's position that your balance of \$1,064.93 is correct as rendered.

The prior agreed upon payment plan has been re-entered beginning with your November 2020 due date. The monthly payments of \$101.00, consist of your current \$86.00 average monthly bill, plus \$15.00 per month to be applied to the arrearage on your account.

If you are unable to pay this amount or have any additional questions regarding the information provided, please call our Customer Care Center at 1-800-276-2722.

If after reviewing this information and contacting the Customer Care Center does not resolve your concern, you have the option of filing an Informal Complaint with the Pennsylvania Public Utility Commission. Enclosed is an outline of the procedure for filing the complaint.

We appreciate the opportunity to be of assistance to you.

Sincerely,

Amy Wynn  
Sr. Regulatory Compliance Representative

Enclosures

Exhibit R-4  
page 2 of 4







PUC Complaint Processing System

Case #	3818061	Date Opened	01/11/2022	Date Closed	02/25/2022	Status	Closed
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Account #	411004917521		
Customer Name	ERNESTINE	CRANKFIELD	
Service Address	337 S 15TH STREET		
City	HARRISBURG	State	PA
Zip	17103	Zip+4	

Decision Issued (Y/N)	N	Decision Type	W ('O'ral/'Written)
Issued Date	02/25/2022		

Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description			

Total Balance	2131.44	Balance Date	02/10/2022
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	82.0
Special Budget/Opt PMT	0.0	Payment toward arrears	0.0
Final Bill monthly PMT	0.0	Current Bill Monthly PMT	0.0
End of Month payment	0.0		

**Resolution**  
 DECISION ISSUED: THE COMPANY CORRECTLY TRANSFERRED THE OUTSTANDING FINAL BALANCE FROM THE CUSTOMER'S PRIOR SERVICE ACCOUNT TO HER CURRENT SERVICE ACCOUNT IN ACCORDANCE WITH 52 PA. CODE ss. 56.16(B). THE CUSTOMER IS RESPONSIBLE FOR THE OUTSTANDING FINAL BALANCE THAT ACCRUED IN HER NAME AT HER PRIOR SERVICE ACCOUNT, IN ACCORDANCE WITH PA. REGULATION. THE COMPANY ADVISED THEY ARE WILLING TO REVIEW ADDITIONAL DOCUMENTATION THE CUSTOMER PROVIDES TO THEM AND THAT TO DATE SHE HAS NOT PROVIDED ADDITIONAL DOCUMENTS TO THEM. THE CUSTOMER PREVIOUSLY ACCEPTED THE COMPANY'S OFFER OF A PAYMENT ARRANGEMENT FOR HER PAST DUE BALANCE. THE COMPANY WILL REINSTATE THE CUSTOMER'S PRIOR PAYMENT ARRANGEMENT AFTER THEY RECEIVED PAYMENT OF THE REQUESTED CATCH-UP AMOUNT.

Exhibit R-5



Case #	3828506	Date Opened	04/08/2022	Date Closed	04/08/2022	Status	Closed
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Account #	411004917521		
Customer Name	ERNESTINE	CRANKFIELD	
Service Address	1813 BOAS ST		
City	HARRISBURG	State	PA
Zip	17103	Zip+4	

Decision Issued (Y/N)	Y	Decision Type	W ('O'ral/'W'ritten)
Issued Date	04/08/2022		

Violation	NO	Chapter	
Section/Rule			
Terms	JUNE 2022 BILL DUE DATE		
Letter Description			

Total Balance	2367.49	Balance Date	04/08/2022
Service Continue AMT		Service Continue Date	
Service Restore AMT		Regular Budget AMT	82.0
Special Budget/Opt PMT	148.0	Payment toward arrears	66.0
Final Bill monthly PMT		Current Bill Monthly PMT	
End of Month payment			

**Resolution**  
 LEVEL 2, BB 82.00 + 66.00 = 148.00 BEGINNING JUNE 2022.

Exhibit R-6